



NEWS RELEASE



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NEW SUNPASS CUSTOMER SERVICE CENTER HITS MAJOR MILESTONE ***One Call Solves It All***

FORT LAUDERDALE — Florida's tolling customers will experience improved SunPass customer service thanks to the Miami-Dade Expressway Authority's (MDX) vote yesterday to be the first participating agency member of the Florida Consolidated Customer Service Center. Working in partnership with Florida's Turnpike Enterprise, the new Customer Service Center will provide Florida toll customers with greater convenience and address many SunPass questions in a single call. The MDX Board approval means the new center will serve the two largest toll agencies in Florida.

"We are always looking for ways to make using our expressways as convenient as possible for the customer," said Javier Rodriguez, P.E., Executive Director of MDX. "Creating a centralized back office streamlines many functions making it a one stop shop for the customer no matter their destination."

The Customer Service Center will provide all electronic tolling customer support functions that include billing, invoicing, customer account management and violation enforcement under a single operation. Customer facilities will be located in Miami, Orlando and Tampa and will operate under the SunPass brand. Other customer facilities can be added as needed.

"The partnership with MDX is a great example of agencies working together to achieve efficiencies and put customers first," said Diane Gutierrez-Scaccetti, Executive Director and CEO of Florida's Turnpike Enterprise. "The new Customer Service Center will deliver seamless service to SunPass customers across the state, and to our interoperable partners in North Carolina and Georgia, as well as future region partners. Its future potential for providing related transportation services is unlimited."

The new Customer Service Center is expected to be fully operational by summer 2017.